OPERATIONS SUPPORT

Objective

The operations support program provides resources from across the entire department to support a wide range of technology needs for the current business of PM USA. In each program, the goal is to provide timely resources and also to monitor technology transfer. When appropriate, training activities are provided so that ongoing needs can be taken over by appropriate departments.

Strategies

Adhesives

1. Obtained signed agreements with all vendors.
2. Assign personnel and equipment to develop standards in cooperation with Purchasing.
3. Issue standards and work with vendors to insure compliance.

Cigarette Monitoring

1. Monitor all new brand production.

Materials Evaluation

1. Obtain management support for redefined program and allocate resources.
2. Prioritize indirect materials.
3. Initiate improved database.
4. Remove inappropriate materials from PM inventory.

Customer Complaints

1. Rapidly investigate and report on samples submitted.

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Source: https://www.industrydocuments.ucsf.edu/docs/jxkl0000

Flavor Development/Analytical Studies

1. Set priorities for maximum product benefit.

2. Allocate appropriate resources.

Marlboro Standardization

1. Continue to monitor all aspects of quality and uniformity of Marlboro.

2. Analyze database, interpret trends and make recommendations.

Alternate Humectants/Preservatives

1. Identify materials which meet performance criteria in the laboratory.

2. Demonstrate acceptable performance in a manufacturing setting.

Microbiological Quality Improvement

1. Identify critical issues for microbiological improvement.

2. Systematically investigate agreed on issues.

3. Follow up on recommendations with appropriate operations staff to insure new technologies are functional in a manufacturing environment.

Monogram Inks

1. Complete and document priority study.

Packaging Inks and Solvents

1. Provide information needed to comply to all regulations regarding packaging.

2. Assist in developing new packaging technologies with respect to printing.

3. Insure requested support has a high priority.

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Semiworks Support

1. Provide staff and equipment for timely completion of ongoing support for priority projects.

Burley Spray/Dry Flavors

1. Complete and document ongoing study.

2. Implement improved dry flavor system.

Flavor Specifications/Certification

1. Complete export certification.

2. Document and transfer certification to Flavor Center by 11/1/90.

3. Complete flavor specifications.

4. Document and transfer to Q.A.

5. Provide ongoing specifications capability.

ETS Studies

1. Discontinue active research.

2. Monitor literature and provide support for PACT.

Entomological Support

1. Implement Kabat® IGR application as centerpiece of integrated pest control.

2. Develop new technology for integrated pest control.

Project Warhol

1. Complete report and make recommendations.

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Engineering Studies/Methods

1. Participate in study design and identify critical analytical issues to be resolved.

2. Develop methods and obtain data.

3. Assist in statistical evaluation of results.

Recon. Sheet Certification

1. Document analytical methods for certification.

2. Train Q.A. staff and transfer technology.

Cooperative Leaf Studies

1. Provide continuing support to key studies sponsored by Leaf Department.

Environmental Issues

1. Maintain contacts with E.E.P. and monitor environmental literature.

2. Obtain equipment and methods needed for priority issues identified by R&D and E.E.P.

3. Develop new technology to address environmental issues in proactive manner.

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